

# HEALTH & SAFETY

WE'RE ON A MISSION TO KEEP EVERYONE HEALTHY.

## OUR HEALTH & SAFETY GOALS

- Protect the health and safety of the staff, guests, and community.
- Implement a recovery plan that is flexible, adaptive and creative, allowing the GWCC to continue to be a partner in creating experiences with meeting planners, guests, partners and the community that include the considerations resulting from COVID-19.
- Leverage the GWCC's physical and human resources to assist the community response and recovery when possible.

## Employee & Guest Health

The health and safety of our employees and guests is our number one priority.

- **Physical Distancing.** Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around Grand Wayne Convention Center. Lobby furniture will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. Grand Wayne Convention Center will comply with, or exceed, local or state mandated occupancy limits.
- **Hand Sanitizer.** Hand sanitizer dispensers, touchless wherever possible, will be placed at key guest and employee areas.
- **Front-of-House Signage.** There will be health and hygiene reminders throughout Grand Wayne Convention Center.
- **Back-of-House Signage.** Signage will be posted throughout the property reminding employees of the proper way to wash hands, sneeze and to avoid touching their faces.
- **Employee Health Concerns.** Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker with a cough, shortness of breath, or other known symptoms of COVID-19. Employees who are exhibiting any of the symptoms of COVID-19 while at Grand Wayne Convention Center are instructed to immediately notify their manager.
- **Case Notification.** If we are alerted to a presumptive case of COVID-19 at Grand Wayne Convention Center, we will work with the Allen County Department of Health to follow the appropriate actions recommended by it.

## Employee's Responsibilities

Grand Wayne Convention Center Employees are vital for an effective sanitation and health program.

- **Hand Washing.** Correct hygiene and frequent hand-washing with soap is vital to help combat the spread of the virus. All Grand Wayne Convention Center employees have been instructed to wash their hands (for 20-seconds) or use sanitizer when a sink is not available, every 60 minutes and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the building, going on break and before or after starting a shift.
- **COVID-19 Training.** All GWCC employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Engineering, Security, Hosts, and Food and Beverage.
- **Personal Protective Equipment (PPE).** Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory.
- **Daily Pre-Shift & Timekeeping.** We stagger employee arrival times to minimize traffic volume in back of house corridors. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.



GRAND WAYNE  
CONVENTION CENTER  
Beyond convention. Beyond expectation.™



120 W Jefferson Blvd  
Fort Wayne IN 46802

grandwayne.com  
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## Cleaning Products & Protocols

Grand Wayne Convention Center uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

- **Public Spaces and Communal Areas.** The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, elevators and elevator buttons, door handles, public bathrooms, ATMs, escalator and stair handrails, seating areas.
- **Physical Distancing.** Throughout Grand Wayne Convention Center, we will meet or exceed state and local health authority guidelines on proper physical distancing.
- **Queuing.** Any area where guests or employees queue will be clearly marked for appropriate physical distancing.
- **Meeting and Convention Spaces.** Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

## Public Areas

### Cleaning & Sanitizing Protocol:

- a) Employees to sanitize the following areas at least once per hour
  - i. Entry doors/Exit Doors
  - ii. Meeting Room Doors
  - iii. Escalator handrails
  - iv. Elevator Buttons
  - v. Lobby Furniture
  - vi. Trash bins
  - vii. All Front of House (FOH) restrooms to be sanitized at least once per hour

### Guest Considerations:

- a) Provide examples of physically distanced floor plans (in coordination with Catering & Banquets)
- b) Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines

## Meeting Rooms

### Cleaning & Sanitizing Protocol:

- a) Sanitize conference room doors, tables, chairs, light switches, and other equipment after each group use

### Physical Distancing Protocol:

- a) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows Fire Department, State/local health department and CDC guidelines (in coordination with Catering & Banquets)
- b) Site inspections and meetings will be done virtually and/or appropriately physically distanced

## Catering & Banquets

### Cleaning & Sanitizing Protocol:

- a) All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized
- b) All linen, including underlays, to be replaced after each use
- c) Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms

### Physical Distancing Protocol:

- a) All buffet and self-serve style events to be suspended until further notice
- b) All food and beverage items to be individually plated and served
- c) Coffee and other break items to be attended and served by a server
- d) Flatware to be provided as a roll-up
- e) Condiments to be served in individual PCs or sanitized individual containers
- f) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows Allen County Fire Department, Allen County Health Department, and CDC guidelines

### Guest Considerations:

- a) Individual bottled water will be available at a discounted rate in lieu of water carafes on meeting tables and water stations
- b) Develop examples of physically distanced floor plans for use
- c) Create modified menus to showcase styles of service and items currently available

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**"We have a responsibility to our guests, employees and community partners to provide calm, clean, and creative solutions during this period of recovery. It's good to be back."**

— Bart Shaw, Executive Director

SUBJECT TO CHANGE based on local and/or state and CDC guidelines and regulations.



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